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POSTAL REGULATORY  
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OFFICE OF THE SECRETARY

**Docket No. N2009-1**

**USPS Library Reference N2009-1/13**

**Obsolete March 2009 Discontinuance Training Slides**

This is a Category 3 Library Reference consists of March 2009 discontinuance training slides requested by interrogatory PR/USPS-28 that were found to be inaccurate and superseded by slides presented in subsequent training sessions.



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# POST OFFICE DISCONTINUANCE TRAINING

## “Closing a Station/Branch/CPO”



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# Agenda

- ☐ Phase I      Query
- ☐ Phase II      Data Gathering
- ☐ Phase III      Processing Data
- ☐ Phase IV      Closing



## CLOSING STATIONS/BRANCHES/CPO'S

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### Phase I – Query

- Emergency Suspension (If Applicable)
- Request for a discontinuance study to District Manager.
- District Coordinator coordinates notification to local unions and management associations.

Time Frame – 15 Days

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## CLOSING STATIONS/BRANCHES/CPO'S

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### Phase II – Data Gathering

The District Post Office Review Coordinator will:

- Initiate discontinuance study
- with the town fathers or local businesses
- Hold a community meeting

Time Frame - 30-60 Days

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## CLOSING STATIONS/BRANCHES/CPO'S

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- Distribute questionnaires.
- Customer responses are analyzed and answers provided.
- Prepares a proposal (along with supporting documentation), and submits to the proposal to the District Manager.

Time Frame - 30-60 Days

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# Conducting Community Meetings

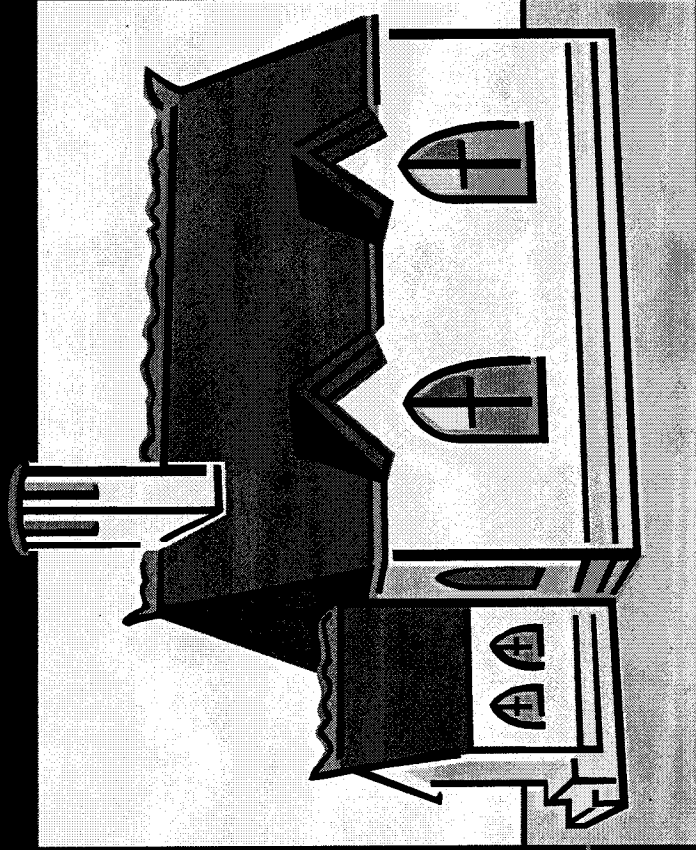




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## CLOSING STATIONS/BRANCHES/CPO'S

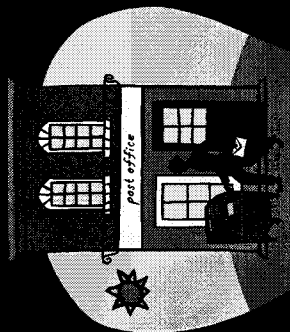
**Before the Meeting, Select a Neutral meeting location**



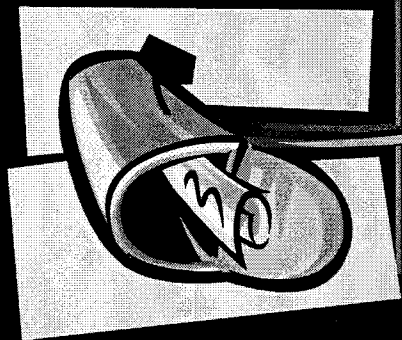


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## CLOSING STATIONS/BRANCHES/CPO'S



- ☐ Community Post Office
- ☐ Cluster Box Unit
- ☐ Carrier Delivery
- ☐ Classified Unit
- ☐ Non-Personnel Unit





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## CLOSING STATIONS/BRANCHES/CPO'S

### Identify the Oppositor

- ☐ Preservation Committee
- ☐ Landlord
- ☐ Former Employees

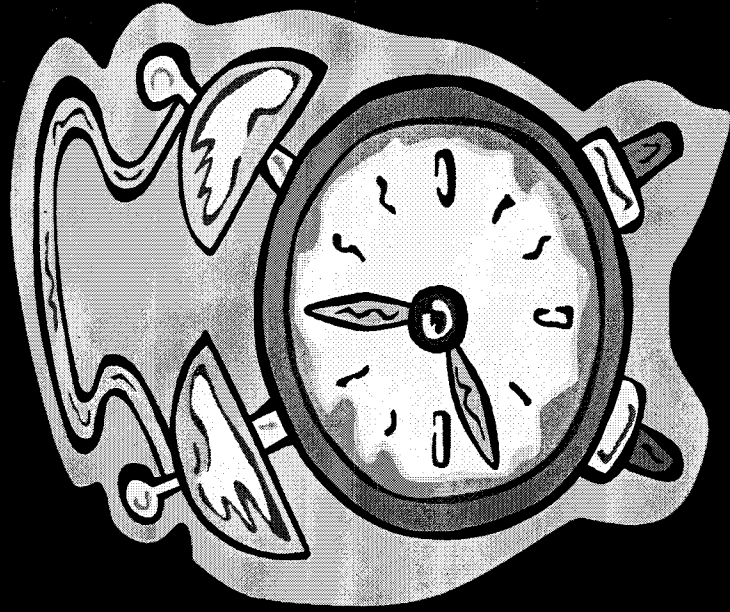




## CLOSING STATIONS/BRANCHES/CPO'S

### The Community Meeting

- ❑ Set time convenient to greatest number of customers!



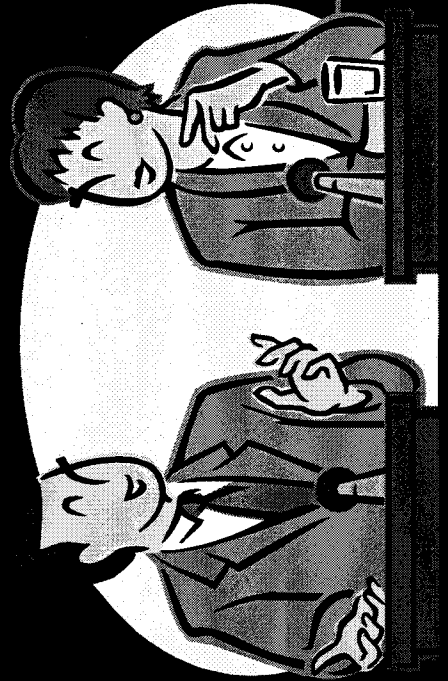
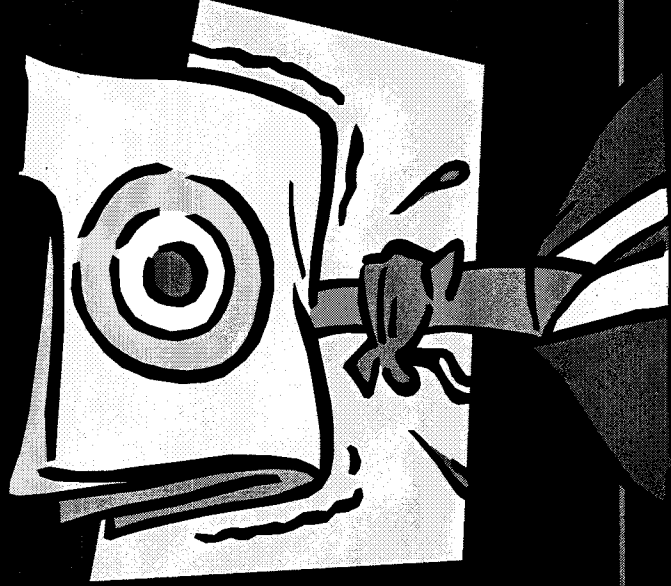


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## CLOSING STATIONS/BRANCHES/CPO'S

### Head Table

- ☐ Investigator taking notes
- ☐ POOM
- ☐ Political Leaders

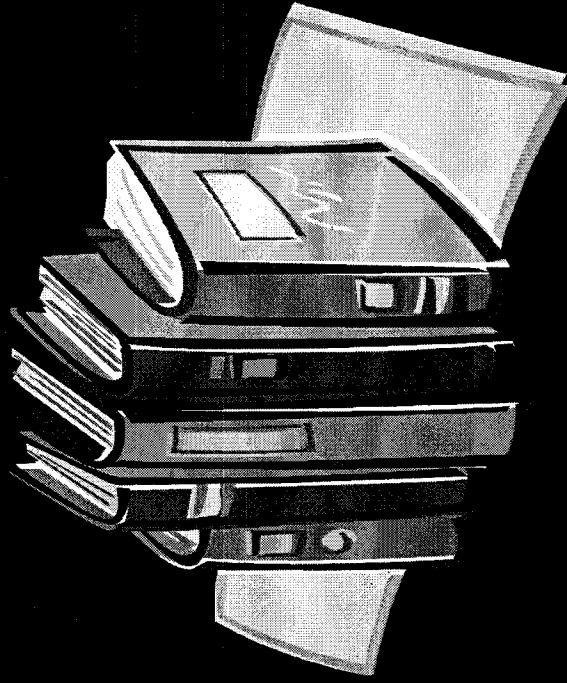




# CLOSING STATIONS/BRANCHES/CPO'S

## Overview of Closing Process

- ☐ Pre-Proposal Stage
- ☐ Proposal
- ☐ Comments
- ☐ Higher level consideration
- ☐ Final Determination





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## CLOSING STATIONS/BRANCHES/CPO'S

### Monologue to Dialogue



- ☐ Invite questions
- ☐ Respond
- ☐ Listen
- ☐ Acknowledge
- ☐ Explain
- ☐ Direct
- ☐ Apologize



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## CLOSING STATIONS/BRANCHES/CPO'S

### Ending the Meeting



- ☐ Restate concerns
- ☐ Clarify
- ☐ Explain next steps





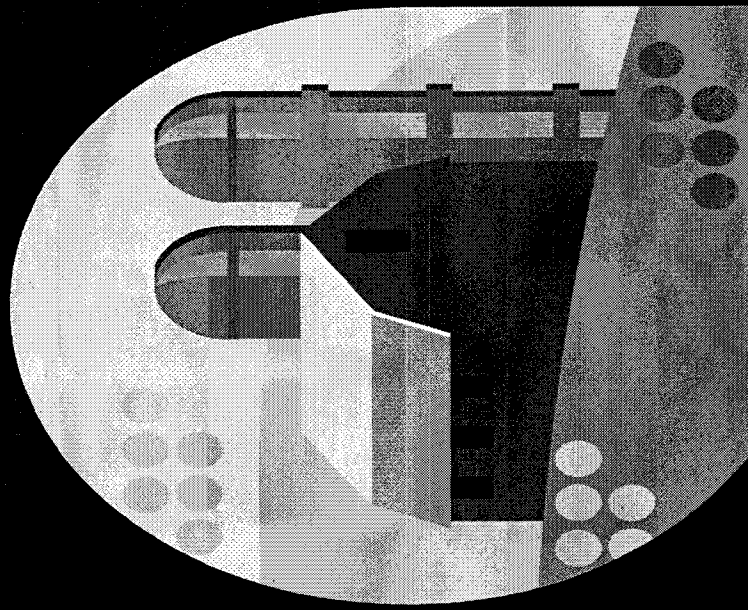
**CLOSING STATIONS/BRANCHES/CPO'S**

# **Customer Questionnaires'**



## CLOSING STATIONS/BRANCHES/CPO'S

- ☐ Do questions apply to alternative service?
- ☐ What type of service is most appropriate to serve the needs of the community?

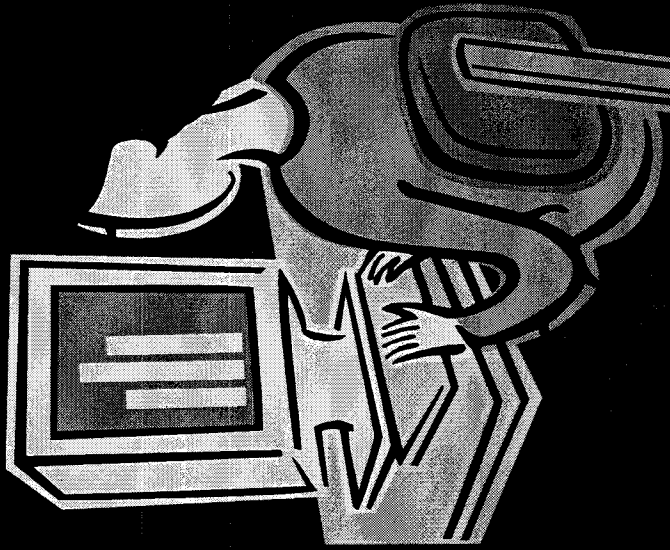




## CLOSING STATIONS/BRANCHES/CPO'S

### Adapt Cover Letter

- ☐ Address situation
- ☐ Customer's opinion
- ☐ Full disclosure





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## CLOSING STATIONS/BRANCHES/CPO'S

Carrier Service Alternative

☐ INCLUDE...

☐ "Welcome to Rural Delivery"

☐ Cluster Box Unit

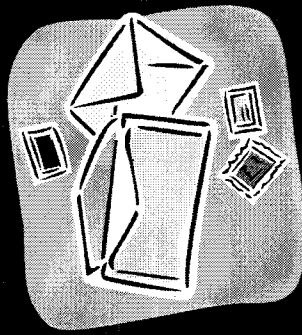




## CLOSING STATIONS/BRANCHES/CPO'S

### Preparation and Distribution

- ☐ Cover letter
- ☐ Attachments
- ☐ Questionnaire
- ☐ Self-addressed envelope enclosed

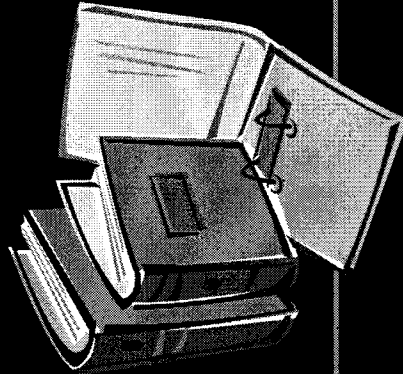
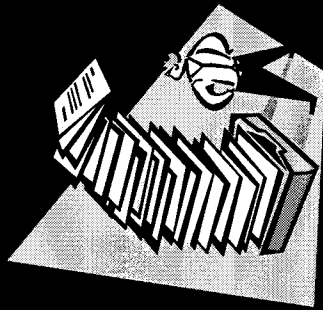




## CLOSING STATIONS/BRANCHES/CPO'S

### Response to Questionnaires

- ☐ Address each concern and/or comment
- ☐ Use only core language
- ☐ Unsure of a response, ask HQ for advice
- ☐ MPOO signature





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## CLOSING STATIONS/BRANCHES/CPO'S

### Analysis of Questionnaires

Tally number...

☐ Questionnaires distributed

☐ Favorable responses

☐ Unfavorable responses

☐ Expressing no opinion

☐ Total received

☐ Concerns/Responses



## CLOSING STATIONS/BRANCHES/CPO'S

### Submission of Documents

- Prepares a proposal
  - Main Document is the Discontinuance Checklist
- Get District Manager signature on cover letter.
- Submit to Area & Headquarters

This is the Official Record





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## CLOSING STATIONS/BRANCHES/CPO'S

### Sample of the Official Record

- ☐ Official Record Index (if appl.)
- ☐ Contract Termination
- ☐ Discontinuance Checklist
- ☐ Map
- ☐ Alternative Service Cost Analysis



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## CLOSING STATIONS/BRANCHES/CPO'S

### Sample of the Official Record

- ☐ Questionnaires'
- ☐ Cover Letter
- ☐ Instruction Letter to Postmaster/OIC
- ☐ Analysis
- ☐ Community Meeting Notes & Analysis
- ☐ Proposal to Close
- ☐ Headquarters acknowledgement receipt



## CLOSING STATIONS/BRANCHES/CPO'S

Phase II - Bidding

- ☐ District Manager reviews
- ☐ Submit to Headquarters for Final Determination

***Note: Proposals do not have to be posted for 60 Days @Stations/Branches/CPO's***

Time Frame – 10 Days



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## CLOSING STATIONS/BRANCHES/CPO'S

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The Headquarters Reviewer conducts the following:

- ☐ Reviews the proposal
- ☐ Prepares Final Determination with instructions to close
- ☐ Sends Final Determination communication back to the District Manager.

Time Frame – 30-90 Days

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## CLOSING STATIONS/BRANCHES/CPO'S

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- ☐ Manager Post Office Operations or the District Post Office Review Coordinator coordinates the following:
  - ☐ Establishes alternate delivery services for customers and provide communication of the location of these services.
  - ☐ Initiates financial closeout procedures for the losing location.
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## CLOSING STATIONS/BRANCHES/CPO'S

- ☐ Notifies NAPS
- ☐ Notifies APWU (if applicable)
- ☐ Completes the Postal Bulletin Post Office Change Announcement Form
- ☐ Submits the Postal Bulletin Post Office Change Announcement Form to the Manager, Customer Service Operations, Headquarters



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## CLOSING STATIONS/BRANCHES/CPO'S

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### The HQ Review Coordinator:

- ☐ Submits Postal Bulletin Post Office Change.
- ☐ Facility is closed

Time Frame – 100 Days

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## CLOSING STATIONS/BRANCHES/CPO'S

### *Special Notes:*

- ☐ *For stations/branches & CPO's there is no appeal process.*
- ☐ *Closure is 60 days after the HQ's, Mgr CSO signs the final determination.*
- ☐ *During the 90 days, alternate delivery services must be established and financial closeout must be done. Afterwards, a communication to the unions and customers announcing closure and listing alternate service sources must be provided.*





# CLOSING STATIONS/BRANCHES/CPO'S

## Review of the Discontinuance Checklist



## CLOSING STATIONS/BRANCHES/CPO'S

# ?QUESTIONS?